Agreements

- We are going to do this in one phase.
- We are going to have a CIO.
- Common standards for enterprise.
- Tiered Incident Management Process
- Customer Relation Management Process
- Change Management Structure
- Enterprise framework for applications development

Agreements

- Research and Development centralized
- Training centrally coordinated
- Recognize the value of the private sector
- Business processes reviewed (re-engineering)
- Centralized budgeting needed for accountability